



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending June 30, 2007

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.06	0.06	0.06
C. Repair Office Answer Time [730.510(b)(1)]	0.04	0.04	0.08	0.05
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.08	0.09	0.08	0.08
E. Percent of Service Installations [730.540(a)]	82.41% *	80.86% *	86.75% *	83.27% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	92.98% *	89.75% *	93.13% *	88.79% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	3.78	3.80	4.42	4.00
H. Percent Repeat Trouble Reports [730.545(c)]	28.83% *	30.20% *	24.51% *	27.75% *
I. Percent of Installation Trouble Reports [730.545(f)]	17.95%	15.43%	15.72%	16.05%
J. Missed Repair Appointments [730.545(h)]	14	16	24	18
K. Missed Installation Appointments [730.540(d)]	36	23	26	28

Comments

E:Customer's request installations outside of a 5 day window;F: Internal training required; H: Additional training required.



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